

U.S. Patent Application No. 10/821,401  
Response to Office Action of April 11, 2008

RECEIVED  
CENTRAL FAX CENTER  
AUG 11 2008  
PATENT

**AMENDMENTS TO THE CLAIMS:**

Applicant hereby amends claims as indicated below. The following listing of claims will replace all prior versions and listings of claims in the application.

**LISTING OF CLAIMS:**

1. (Currently amended) A method for identifying problems in a network environment, comprising the steps of:
  - a. during more than one interval determining the level of one or more impairments;
  - b. grouping said levels of one or more impairments into one or more event groups;
  - c. comparing said one or more event groups with ~~one or more~~ a plurality of problem signatures; and
  - d. categorizing at least one of said one or more event groups as being associated with a network problem having one of said ~~one or more~~ plurality of problem signatures.
2. (Original) A method as defined in Claim 1, further comprising the steps of:
  - a. determining the source of more than one call;
  - b. grouping said more than one calls into one or more call groups based on the source of said more than one calls;
  - c. for each call group determining the number of calls having said network problem; and
  - d. estimating the location of said network problem based on the number of calls having said network problem.
3. (Original) A method as defined in Claim 2, wherein determining the source of more than one call includes determining the source internet protocol address of said more than one call.